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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patent Application

Inventor(s) : M. Kepler et al.
Case : 41698-1047
Serial No. : 09/520,306 Group Art Unit: 2642
Filed : March 7, 2000 Examiner : H. Agdeppa
Title : Directory Assistance System Capable of Providing Telephonic Concierge Services

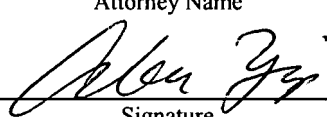
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**FOURTH AMENDMENT AND
INFORMATION DISCLOSURE STATEMENT**

I hereby certify that this paper is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 5, 2003.

Alex L. Yip
Attorney Name

Signature

34,759
Registration No.

May 5, 2003
Date of Signature

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Applicants submit herewith a Request for Continued Examination (RCE) of the above-identified patent application. In addition, in response to the Final Office Action dated February 4, 2003, applicants hereby submit the following amendment and remarks.

IN THE CLAIMS

Enter amended claims 39-43, 45, 52-54, 57, 63 and 75 as follows:

39. (Amended) A method for providing concierge-type services to a user comprising:
- (a) receiving, from the user, a communication in which a current request for a concierge-type service is communicated;
 - (b) providing to an agent at least one past request for the concierge-type service associated with the user to facilitate communicating the current request to the agent;
 - (c) performing an action by the agent in an attempt to fulfil the current request;